

Pritha Banerjee

Phone: +91-8820947607

Salesforce Application Team Lead with **10+ years of experience** in different CRM Solutions (**Salesforce CRM & Siebel CRM**)

Close to 5 years of experience in Salesforce alone.

Current Location: **Kolkata, India**

Technical Skills

Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Community Cloud, Lightning Aura Component, Apex, Configuration, Solution Planning & Estimates, Team Management, Oracle Siebel CRM

Salesforce Experience Summary

- Good experience of Sales, Service and Community cloud
- Good experience in lightning Aura component
- Extensive experience in data migration activities
- Experience in Apex, Triggers and configurations
- Knowledge of LWC
- Experienced in Solution Planning and Estimation
- Experienced in Team Management and guiding junior team members in resolving technical challenges.
- Experienced in Standard and Customized solution implementation in Salesforce.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant

Past Experiences

Employer: Accenture (November 2017 - Present)

Salesforce Application Team Lead

Responsibilities:

- Estimating the User Stories and grooming them for developers to start build.
- Implementing custom Lightning component-based functionalities in community.
- Implementing Complex Apex based Sharing Logic and Trigger Helpers.
- Migrating millions of data using data loader.
- Estimation and Solution Planning for all the user stories.
- Performing code reviews to ensure quality and adherence of Salesforce standard.
- Interviewing developers with efficient skills to perform the build.
- Experienced in Email-to-Case functionality, test class and various configuration
- Experienced in leading the team and connecting with Project Owners on regular basis

Employer: Cognizant Technology Solutions (Sept 2010 – Oct 2017)

Salesforce Developer

Responsibilities:

- Understanding the business and implementing the User requirements.
- Apex Trigger and Writing batch classes to implement various Business requirement
- Development of Time-based Workflow and Case assignment rules
- Creating entitlement processes and assigning to cases based on scenarios
- Creating Console app, custom objects, Formula fields based on requirements
- Worked extensively on Customized Objects for additional Fields, Page Layouts, Record Types,
- Custom Settings and Validation Rules.
- Test Classes
- Deployment through Change Set and performing required pre and post deployment activities

Employer: Cognizant Technology Solutions (30th Dec 2010– 1st Oct 2015)

CRM Consultant (Siebel CRM)

Responsibilities:

- Siebel Configuration development and handling
- Bug Fixing and Support
- Monitoring and data maintenance to a downstream I Pad app to Siebel.
- Enhancement in Siebel application
- Incident Management
- Actively triaging and resolving issues.
- Actively following up and providing updates on issues, maintaining SLA, handling escalations

QUALIFICATION

Degree/Course	College/University	Year of Passing
Bachelor's degree	Birla Institute of Technology, Mesra	2010

PERSONAL PROFILE

Present Employer:	Accenture
Notice Period:	90 Days
Designation:	Application Development Team Lead
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